

CLAIMS

1. A method of automated validation of an event of a monitored object in a network to determine valid and invalid events, comprising:
 - (a) receiving an event having event details, wherein the event details include event class;
 - (b) performing automated validation of the event based on event class and ending automated validation for an invalid event;
 - (c) performing remediation of a valid event selected for remediation, and then performing automated validation of the valid event based on event class and ending automated validation for invalid event; and
 - (d) automatically dispatching a problem ticket for the valid event.
2. The method of automated validation of claim 1 further comprising the step of determining whether the event class qualifies for automated event processing prior to performing event validation, wherein if the event does not qualify for automated event ending automated validation.
3. The method of automated validation of claim 1 wherein the step of determining whether the event class qualifies for automated event processing comprises comparing the event class with a predetermined list of event classes that qualify for automated event processing.
4. The method of automated validation of claim 1 further comprising the step of determining if the event is associated with a device in maintenance prior to performing event validation, wherein if the device is associated with a device in maintenance, ending automated validation.

5. The method of automated validation of claim 1 wherein step (b) of performing event validation on the event based on event class comprises invoking a specific method for validating an event corresponding to the event class, whereby the same method is invoked for every event of the event class.
6. The method of automated validation of claim 5 wherein the specific method executes a validation task and analyzes the return code to determine event status.
7. The method of automated validation of claim 1 wherein step (b) of performing event validation on the event based on event class designates false positive events as invalid events.
8. The method of automated validation of claim 1 wherein step (b) of performing event validation on the event based on event class designates transient system events as invalid events.
9. The method of automated validation of claim 1 wherein step (b) of performing event validation on the event based on event class designates secondary events as invalid events.
10. The method of automated validation of claim 1 wherein step (b) of performing event validation on the event based on event class designates as valid events those events that are not a transient system event, not false positive event, or not a secondary event.
11. The method of automated validation of claim 1 further comprising the step of creating an event record descriptive of the event prior to performing event validation.
12. The method of automated validation of claim 11 further comprising the step of

updating the event record with a status of the event as valid or invalid after performing event validation.

13. The method of automated validation of claim 11 further comprising the step of updating the event record with a status of the event as valid or invalid after performing remediation and re-validating the event.

14. The method of automated validation of claim 11 further comprising the step of updating the event record with results of the automated event processing.

15. The method of automated validation of claim 1 further comprising the step of appending information indicative of results of the automated event processing to a problem ticket.

16. The method of automated validation of claim 15 wherein the information comprises a variable having a value assigned indicating one of a plurality of results.

17. The method of automated validation of claim 16 wherein the value assigned to the variable is a value corresponding to one of

- (a) no problem found and event not validated;
- (b) problem found and will go on with problem ticket if required;
- (c) problem found but was fixed by automated tasks;
- (d) task failed to execute, however the problem may still be valid and will go on with problem ticket if required;
- (e) task failed to execute and an unknown anomaly was found and a ticket will be created; and
- (f) event correlated and this event should not be forwarded due to possible correlation.

18. The method of automated validation of claim 15 wherein the information comprises path information to the file that contains the results.
19. The method of automated validation of claim 1 wherein step (b) of performing validation serves as a filter for false positive events, transient system events, and secondary events.
20. The method of automated validation of claim 1 wherein step (b) of performing validation on the event based on event class is performed by a dynamically loaded script dependent on the event class.
21. The method of automated validation of claim 1 wherein step (b) of performing event validation on the event based on event class is set to a default script for any event that does not have a specific script for the event class.
22. The method of automated validation of claim 1 wherein if operator intervention is required, generating operator notification information.
23. The method of automated validation of claim 1 wherein the event selected for remediation comprise events having automatic remediation available.
24. The method of automated validation of claim 22 wherein operator notification information is extracted from a database.
25. The method of automated validation of claim 22 wherein operator notification information is converted into a problem ticket if the event is not resolved.
26. A method of automated validation to validate the status of an event of a monitored object in a network without manual operator intervention as part of an event dispatch

process, comprising:

- (a) receiving an event having event details, wherein the event details include event class;
- (b) if the event class qualifies for automated event processing, initiating automated event processing for the event, otherwise skip to step (j);
- (c) if the event is not associated with a device in maintenance, creating an event record descriptive of the event, otherwise skip to step (j);
- (d) performing event validation on the event based on event class and assigning event status as either true or false based on validation;
- (e) updating the event record with the event status;
- (f) if the event status is false, skip to step (j);
- (g) if remediation exists for the event, perform remediation and re-validate the event and assign event status as either true or false based on validation;
- (h) if the event status is false, skip to step (j);
- (i) if no operator intervention is required for the event, dispatching problem ticket for the event; and
- (j) exiting automated event processing.

27. A system for automated validation to validate the status of an event of a monitored object in a network without manual operator intervention, comprising:

- a network communication channel;
- at least one server connected to the network communication channel;
- a notification means for forwarding an event of a monitored object to the server;
- an automated event processor for validating the status of the event, wherein the automated event processor comprises computer code devices for
 - (a) performing event validation on the event received from the notification means based on an event class and assigning an event status as true or false based on the event validation;
 - (b) if the event status is false, skip to step (f);

- (c) if the event status is true and if remediation exists for the event, perform remediation and re-validate the event and assign the event status as true or false based on the event validation;
- (d) if the event status is false, skip to step (f);
- (e) if the event status is true and if no operator intervention is required for the event, automatically dispatching problem ticket for the event; and
- (f) exiting automated event processing.

28. A computer program product recorded on computer readable medium for automated validation to validate the status of an event of a monitored object in a network without manual operator intervention comprising computer code devices for:

- (a) receiving an event having event details, wherein the event details include event class;
- (b) performing event validation on the event based on event class and assigning an event status as true or false based on the event validation;
- (c) if the event status is false, skip to step (g);
- (d) if the event status is true and if remediation exists for the event, perform remediation and re-validate the event and assign the event status as true or false based on the event validation;
- (e) if the event status is false, skip to step (g);
- (f) if the event status is true and if no operator intervention is required for the event, automatically dispatching problem ticket for the event; and
- (g) exiting automated event processing.

29. A computer system having a processor, a memory, and an operating environment, the computer system operable to execute the method recited in claim 1.

30. A computer-readable medium having computer-executable instructions for performing the method recited in claim 1.